

Iowa Department of Inspections and Appeals
Health Facilities Division
Citation

Citation Number: 9077		Amended 4/19/21	Date: April 16, 2021		
Facility Name: University Park Nursing & Rehabilitation		Survey Dates: March 4, 8-11, 15 – 18, 22- 25, 29 – April 1, 2021			
Facility Address/City/State/Zip 233 University Ave Des Moines, IA 50314					
Rule or Code Section	Nature of Violation		Class	Fine Amount	Correction date
58.19(2)a	<p>481—58.19(135C) Required nursing services for residents. The resident shall receive and the facility shall provide, as appropriate, the following required nursing services under the 24-hour direction of qualified nurses with ancillary coverage as set forth in these rules:</p> <p>58.19(2) Medication and treatment.</p> <p>a. Administration of all medications as ordered by the physician including oral, instillations, topical, injectable (to be injected by a registered nurse or licensed practical nurse only); (I, II)</p> <p>DESCRIPTION:</p> <p>Based on clinical record review, policy review, and staff interview, the facility failed to ensure residents were free of significant medication errors for 3 of 22 residents reviewed for medications (Residents #4, #5, and #11), failed to ensure residents received insulin within ordered blood sugar parameters for 1 of 4 residents reviewed for insulin administration (Resident #5), failed to ensure residents received insulin in a timely manner as ordered for 2 of 4 residents reviewed for insulin use (Residents #13 and #14), and failed to ensure a safe system of monitoring blood sugars by</p>		I	\$9,000 (Held in Suspension)	Upon Receipt

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	<p>having night shift staff obtain blood sugars for the day shift. The facility reported a census of 85 residents.</p> <p>Findings include:</p> <p>1. The MDS (Minimum Data Set) assessment tool, dated 5/8/21, listed diagnoses for Resident #5 included heart failure, kidney disease, and diabetes. The MDS stated the resident required limited assistance of 1 staff for bed mobility, transfer, dressing, toilet use, and personal hygiene, and extensive assistance of 1 staff for bathing. The MDS listed the resident's BIMS (Brief Interview for Mental Status) score as 10 out of 15, indicating moderately impaired cognition.</p> <p>a. A 2/3/21 facility Medication Error Report stated a staff member administered another resident's medications to the resident during the morning medication pass. The facility transferred the resident to the ER and he stayed for 24 hour observation.</p> <p>A 2/3/21 11:06 a.m. nursing note stated Staff A CMA (Certified Medication Aide) reported she administered Resident #15's medications to Resident #5. The nurse called the physician and checked the resident's blood pressure. The nurse rechecked the blood sugar at 8:30 a.m. and it was 73/45 mm/hg (millimeters/mercury). The facility attempted to start</p>			

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	<p>an IV (intravenous line) and transferred the resident to the hospital.</p> <p>Review of Resident #15's MAR(Medication Administration Record) revealed the following morning medications(administered in error to Resident #5 on 2/3/21): Amlodipine(for high blood pressure) 10 mg(milligrams), Aspirin 81 mg, Duloxetine(an antidepressant) 30 mg, Esomeprazole(controls stomach acid) 40 mg, Fenofibrate(for high blood pressure) 48 mg, Garlic 10 mg, Levothyroxine(for thyroid disorder) 100 mcg(micrograms), Loratadine(for allergies) 10 mg, Multivitamin, Olmesartan(for blood pressure) 40 mg, Psyllium(for constipation) 1 packet, Spironolactone(for blood pressure) 25 mg, Vitamin C 500 mg, Vitamin D3 25 mcg, Advair(for breathing) 250-50 1 puff, Dicyclomine(for irritable bowel syndrome) 10 mg, Metformin (for diabetes) 500 mg, Sucralfate(for ulcers) 1 gram.</p> <p>A 2/4/21 hospital report stated the resident admitted to the hospital for hypotension (low blood pressure) secondary to a medication error. The note stated the incorrect medications the resident received were: Metformin 500 mg, Singulair (used to treat asthma) 10 mg, Olmesartan 40 mg, and Carafate 1 gram. The note stated the resident received 2 liters of fluid in the ER which improved his blood pressure and the hospital admitted him for observation overnight.</p>				

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	<p>A 2/4/21 nursing note stated the resident returned from the hospital.</p> <p>Resident #5's face sheet revealed the resident was a white or Caucasian male.</p> <p>Resident #15's face sheet revealed the resident was a black or African American female.</p> <p>On 3/10/21 at 9:22 a.m., Staff A CMA stated she normally worked on a different floor but the facility assigned her to pass medications on Resident #5's floor. She stated she prepared Resident #15's medications and went to the room which had Resident #15's name on the door. She stated she walked in and stated to the resident in the room "I have your medication (Resident #15's name)", and the resident stated "ok". The resident was a male. He then stated he didn't have an inhaler. Staff A then went to sign off the medications in the EHR (Electronic Health Record) and saw that the picture was of a woman. She stated she notified the nurse of the error. Later during breakfast, the resident's blood pressure was low. She stated she had not heard in report that the resident had changed rooms.</p> <p>During an interview on 3/10/21 at 9:30 a.m. Staff B RN (Registered Nurse) stated the CMA informed her she made an error (with Resident #5's medications) and she assessed the resident and called the</p>			

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	<p>physician. She stated when she rechecked the resident's blood pressure later it was low so they sent the resident to the hospital.</p> <p>b. A 2/5/21 facility Medication Error Report stated staff administered insulin when a blood sugar was less than 150 mg/dl (milligrams/deciliter).</p> <p>Review of the February 2021 TAR (Treatment Administration Record) listed an order for Insulin Glargine (a type of insulin-used to lower blood sugar in diabetics) 60 units at bedtime, hold if blood sugar less than 150. The TAR documented on 2/5/21 staff administered the insulin and the resident's blood sugar was 106 mg/dl. The TAR also listed an order for Insulin Aspart 10 units before meals, hold if blood sugar less than 150. The TAR documented staff administered the insulin with a blood sugar less than 150 mg/dl 27 times.</p> <p>A 3/3 Medication Error Report stated staff administered insulin when the resident's blood sugar was 72.</p> <p>The March TAR listed an order for Insulin Aspart 10 mg before meals, hold if blood sugar less than 150. The TAR indicated staff administered the insulin on 3/3/21 and the resident's blood sugar was 72 mg/dl.</p>			

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	<p>2/4/21 Care Plan entries stated the resident had diabetes and directed staff to administer diabetes medication as ordered by the physician.</p> <p>2. The MDS assessment tool, dated 2/19/21, listed diagnoses for Resident #11 that included cancer, heart failure, and kidney disease. The MDS revealed the resident required limited assistance of 1 staff for bed mobility, transfers, walking, dressing, toilet use, and personal hygiene, and extensive assistance of 1 staff for bathing. The MDS listed the resident's BIMS score as 15 out of 15, indicating intact cognition.</p> <p>A Medication Error Report, dated 3/5/21, stated on 2/22/21 the physician ordered the resident's Furosemide(a diuretic-used to rid the body of fluid) to increase to 40 mg twice daily for 3 days then resume to 40 mg daily.</p> <p>The February 2021 MAR documented the resident received Furosemide twice daily from 2/22/21-2/25/21. The MAR lacked documentation to show the resident received any Furosemide from 2/26/21-2/28/21.</p> <p>The March 2021 MAR lacked documentation the resident received Furosemide from 3/1/21-3/5/21.</p> <p>The February 2021 TAR listed a 2/22/21 order for a daily weight x 3 days, but the facility could locate no</p>				

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	<p>documentation that showed staff obtained a weight on 2/23/21 and 2/24/21.</p> <p>An undated, untitled facility document which described the medication error related Resident #11 revealed on 3/5/21, the resident asked the medication aide why she was not getting her white pill anymore. The facility then reviewed the resident's chart and noticed a transcribing error from 2/22/21.</p> <p>A 2/21/21 care plan entry documented Resident #11 as on diuretic therapy due to edema (swelling).</p> <p>3. The MDS assessment tool, dated 1/26/21, listed diagnoses for Resident #4 included hypertension, schizophrenia, and discitis (inflammation of the discs of the spine). The MDS stated the resident required supervision assistance of 1 staff for personal hygiene, extensive assistance of 1 staff for bed mobility, walking, dressing, and bathing, and extensive assistance of 2 staff for transfers and toilet use. The MDS listed the resident's BIMS score as 15 out of 15, indicating an intact cognitive status.</p> <p>A 1/21/21 hospital Medication Discharge Report listed an order for Vancomycin (an antibiotic) 1.5 grams IV every 24 hours for 6 weeks, stop date 2/28/21. The order directed staff to remove the resident's PICC (Peripherally Inserted Central Catheter-a tube inserted</p>				

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	<p>into a vein, used for long-term intravenous antibiotics or other medications) line after the last dose of antibiotics.</p> <p>The January 2021 TAR listed an order for Vancomycin 1.5 grams daily until 2/28/21. The TAR indicated the resident received the medication from 1/23/21-1/27/21. The TAR lacked documentation the resident received the medication from 1/28/21-1/31/21.</p> <p>The February 2021 TAR listed an order for Vancomycin 1500 mg at bedtime. The TAR documented the resident did not receive the medication from 2/1/21-2/10/21.</p> <p>A 3/9/21 physician's progress note stated the resident was supposed to continue with his Vancomycin until 2/28/21 but this was stopped on 1/28/21 per the facility staff and the facility also removed the resident's PICC line. A PICC was placed on 2/10/21 and the resident resumed his Vancomycin for a total of 6 weeks from 2/10/21.</p> <p>The care plan, reviewed 2/7/21, identified the resident underwent IV antibiotic therapy to treat discitis.</p> <p>4. The MDS assessment tool, dated 1/26/21, listed diagnoses for Resident #13 that included diabetes, heart failure, and obesity. The MDS stated the</p>			

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	<p>resident required supervision assistance of 1 staff for transfers, walking, and toilet use, limited assistance of 1 staff for dressing, and extensive assistance of 1 staff for bathing. The MDS listed the resident's BIMS score as 15 out of 15, indicating intact cognition.</p> <p>Care plan entries dated 1/8/21, documented the resident had diabetes and directed staff to monitor blood glucose.</p> <p>The March 2021 TAR listed an order for Lantus (a type of insulin) 30 units scheduled at 7:30 a.m. The TAR documented staff administered the insulin late on the following dates and times:</p> <ul style="list-style-type: none"> a. 3/6/21 at 10:35 a.m. b. 3/7/21 at 9:46 a.m. c. 3/11/21 at 11:53 a.m. d. 3/13/21 at 10:59 a.m. e. 3/14/21 at 9:15 a.m. f. 3/21/21 at 10:10 a.m. <p>The March 2021 TAR listed an order for Lantus 30 units scheduled at 7:30 p.m.... The TAR documented staff gave the insulin late on the following dates and times:</p> <ul style="list-style-type: none"> a. 3/4/21 at 9:54 p.m. b. 3/5/21 at 10:38 p.m. c. 3/6/21 at 9:32 p.m. 			

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	<p>d. 3/7/21 on 3/8/21 at 12:45 a.m., e. 3/10/21 at 9:54 p.m. f. 3/11/21 at 11:47 p.m. g. 3/12/21 at 10:00 p.m. h. 3/13/21 at 9:18 p.m. i. 3/14/21 at 10:37 p.m. j. 3/15/21 at 9:20 p.m. k. 3/18/21 at 9:42 p.m. l. 3/20/21 at d at 9:22 p.m.</p> <p>5. The MDS assessment tool, dated 1/29/21, listed diagnoses for Resident #14 that included diabetes, kidney failure, and non-Alzheimer's dementia. The MDS stated the resident required limited assistance of 1 staff for bed mobility, transfers, dressing, toilet use and personal hygiene, and required extensive assistance of 2 staff for bathing. The MDS listed the resident's BIMS score as 6 out of 15, indicating severely impaired cognition.</p> <p>The care plan, reviewed 2/7/21, stated the resident was insulin dependent and had the potential for hyper/hypo (high/low) blood sugars.</p> <p>The February 2021 TAR listed an order for Levemir (a type of insulin) 10 units scheduled at 7:30 a.m. The TAR documented the insulin given late on the following dates and times:</p>			

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	<p>a. 2/13/21 at 3:03 p.m. b. 2/14/21 at 11:35 a.m. c. 2/20/21 at 4:43 p.m. d. 2/21/21 at 3:18 p.m.</p> <p>The February 2021 TAR listed an order for Novolog (a type of insulin) per sliding scale scheduled at 7:30 a.m. The TAR documented the insulin given late on the following dates and times: 2/14/21 documented as administered at 11:36 a.m., 2/27/21 documented as administered at 9:23 a.m.</p> <p>The February 2021 TAR listed an order for Novolog (a type of insulin) per sliding scale scheduled at 7:00 p.m. The TAR documented the insulin given late on the following dates and times:</p> <p>a. 2/12/21 on 2/13/21 at 12:41 a.m. b. 2/14/21 at 9:51 p.m. c. 2/15/21 on 2/16/21 at 12:02 a.m. d. 2/18/21 at 11:42 p.m. e. 2/20/21 on 2/21/21 at 12:33 a.m., f. 2/21/21 at 11:13 p.m. g. 2/26/21 11:32 p.m. h. 2/27/21 on 2/28/21 at 1:04 a.m. i. 2/28/21 at 10:59 p.m.</p> <p>6. An untitled facility posting, dated 3/4/21, stated effective immediately, night nurses and medication</p>			

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	<p>aides would no longer obtain blood sugars for the day shift nurses.</p> <p>The facility policy "Medication and Treatment Orders", revised July 2016, stated orders for medications and treatments would be consistent with principles of safe and effective order writing. The policy stated staff should immediately record all verbal orders in the resident's chart.</p> <p>The facility policy, "Insulin Administration", revised September 2014, stated the facility would verify the type of insulin, dosage requirements, strength, and method of administration prior to the administration of insulin to assure it corresponded with the order on the medication sheet and the physician's order. The policy directed staff to check blood glucose per physician order or facility protocol prior to the administration of insulin.</p> <p>The facility policy, "Administering Medications", revised December 2012, stated the individual administering the medication must check the label 3 times to verify the right resident, right medication, right dosage, right time, and right route prior to giving the medication.</p> <p>On 3/10/21 at 9:40 a.m., Staff C LPN (Licensed Practical Nurse) stated the night shift nurses obtained the blood sugars in the past but recently the day shift began to obtain them. With regard to Resident #11's</p>			

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	<p>medication error, she stated she took multiple orders from the physician over the phone. She stated she input an order to increase the resident's Lasix (Furosemide) for 3 days but forgot to put in the order to continue the maintenance dose after the resident completed the 3 days. She stated the facility now had a system to double check orders.</p> <p>On 3/10/21 at 10:52 a.m., Staff D LPN stated at times she worked with a medication aide who could not administer insulin. She stated the time period of 6:00 p.m. to 10:00 p.m. was busy and by the time she administered insulin, it was late, it was midnight.</p> <p>On 3/10/21 at 11:57 a.m., Staff E RN stated the night shift obtained blood sugars around 5:30-5:45 a.m. or close to 6:00 a.m. She stated the day nurses administered insulin when the breakfast trays arrived, usually around 7:30 a.m.-8:00 a.m. She stated the night shift reported the blood sugars to the day shift nurses and the day shift nurses input them into the electronic record.</p> <p>On 3/10/21 at 2:36 p.m., the 3rd floor ADON (Assistant Director of Nursing) stated if the nurse followed the "7 Rights" of medication administration, the error with Resident #5 would not have happened. She stated staff should change door name signs at the time a resident changed rooms.</p>			

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	<p>On 3/10/21 at 3:11 p.m., Staff F LPN stated until recently, the day shift utilized the blood sugars the night shift obtained to administer the resident's insulin. She stated the night shift reported the blood sugars to the day shift and the day shift input them into the electronic record. She didn't know for sure but thought this recently changed because a resident received insulin when his blood sugar was too low. She stated when she was the only nurse with a med aide, there were times when residents had already eaten breakfast when she gave insulin.</p> <p>On 3/11/21 at 10:05 a.m., Staff G LPN stated in the past, the night shift nurses obtained the blood sugars and the day shift utilized those blood sugars. She stated on the day of the error she was involved in with Resident #5, the insulin parameters on the MAR were not clear. She stated on this day, the night shift nurse obtained the resident's blood sugar. She stated there were times when nurses did not give insulin until after breakfast.</p> <p>On 3/11/21 at 10:47 a.m., Staff B RN stated when the night shift obtained the blood sugars, they wrote them on a piece of paper and gave them to the day shift. She stated the day shift nurses then utilized those blood sugars to give the day shift insulin.</p> <p>On 3/11/21 at 11:39 a.m. the DON (Director of Nursing) stated she was not aware the night shift</p>			

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	<p>obtained the blood sugars and stated staff should obtain blood sugars closer to the time of insulin administration. She stated they couldn't utilize blood sugars obtained 3 hours earlier. She stated if an order directed nurses to hold insulin for blood sugars under 150 mg/dl, they should hold the insulin.</p> <p>On 3/11/21 at approximately 12:00 p.m., the 3rd floor ADON stated she was not aware the night shift was obtaining blood sugars for sliding scale insulin and stated the person administering the insulin should obtain the blood sugar.</p> <p>On 3/11/21 at 12:22 p.m., the Administrator stated if the nurse looked at the picture in the electronic chart and followed the rights of medication administration, the mistake with Resident #5 should not have happened. She stated staff should not take blood sugars until after 7:30 a.m. and stated she was not aware the night shift obtained the blood sugars.</p> <p>On 3/24/21 at 12:53 P.M., the DON stated a staff member entered Resident #4's Vancomycin order incorrectly and this was the reason the facility stopped it in error. She stated the resident's PICC line was discontinued and he went about a week without his Vancomycin. She stated they then restarted it and he just completed it. She stated she had done education with staff regarding this.</p>			

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	<p>The facility was notified an Immediate Jeopardy (IJ) had been identified on 3/11/21. After the facility submitted additional information, it was identified the IJ had been removed on 3/5/21 after the investigation began, but prior to the Department representative's exit. The IJ was lowered in scope and severity from a "K" to an "E" when the facility took the following actions:</p> <p>1. All nurses and agency staff have been educated regarding the policy and procedures for following physician orders. Any staff that the facility was unable to reach were educated prior to working with resident. Education included proper transcription of orders, administering insulin, obtaining blood sugars as ordered, and the 7 "rights" of medication administration (right patient, right drug, right dose, right time, right route, right reason and right documentation).</p> <p>2. The facility immediately implemented a double check system that required the nurse that administered the insulin to verify the 7 rights of medication administration with either another nurse or a Certified Medication Aide.</p> <p>3. The facility immediately implemented a system that ensured the Director of Nursing would review any new medication orders and accompanying progress notes</p>			

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Facility Name: University Park Nursing & Rehabilitation	Survey Dates: March 4, 8-11, 15 – 18, 22- 25, 29 – April 1, 2021			
Facility Address/City/State/Zip 233 University Ave Des Moines, IA 50314	JM			
Rule or Code Section	Nature of Violation	Class	Fine Amount	Correction date
	<p>to ensure accuracy prior to the daily morning quality assurance meeting.</p> <p>4. On 3/4/21, the Director of Nursing and the Assistant Director of Nursing audited all blood sugars and insulins for accuracy in transcription and administration.</p> <p>5. The facility implemented medication audits two times weekly for four weeks, then one time weekly for four weeks, and then as needed according to quality assurance committee recommendations</p>			

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Facility Administrator

Date

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58.11(3)	481—58.11(135C) Personnel.	I	\$500	Upon Receipt

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50.9(3)b	<p>58.11(3) Employee criminal record checks, child abuse checks and dependent adult abuse checks and employment of individuals who have committed a crime or have a founded abuse. The facility shall comply with the requirements found in Iowa Code section 135C.33 as amended by 2013 Iowa Acts, Senate File 347, and rule 481—50.9(135C) related to completion of criminal record checks, child abuse checks, and dependent adult abuse checks and to employment of individuals who have committed a crime or have a founded abuse. (I, II, III) [ARC 0903C, IAB 8/7/13, effective 9/11/13]</p> <p>481—50.9(135C) Criminal, dependent adult abuse, and child abuse record checks.</p> <p>50.9(3) Requirements for employer prior to employing an individual. Prior to employment of a person in a facility, the facility shall request that the department of public safety perform a criminal history check and the department of human services perform child and dependent adult abuse record checks of the person in this state.</p> <p>b. Conducting a background check. The facility may access the single contact repository (SING) to perform the required background check. If the SING is used, the facility shall submit the person's</p>			

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	<p>maiden name, if applicable, with the background check request. If the SING is not used, the facility must obtain a criminal history check from the department of public safety and a check of the child and dependent adult abuse registries from the department of human services. (I, II, III)</p> <p>DESCRIPTION:</p> <p>Based on personnel file review, policy review, and interview, the facility failed to ensure 3 of 6 new hires reviewed had background checks completed prior to hire(Staff U, Staff A, and Staff K). The facility reported a census of 85 residents.</p> <p>Findings:</p> <ol style="list-style-type: none"> 1. The facility new hire list documented a hire date of 3/16/20 for Staff A CNA (Certified Nursing Assistant). Staff A's file contained 2 SINGs (Single Contact License and Background Check) completed on 9/14/16 and 6/19/19. Staff U's file lacked documentation of a SING completed after this date. 2. The facility new hire list documented a hire date of 8/19/20 for Staff U CNA. 			

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	<p>The facility completed a SING for Staff U on 8/24/20. Staff U's file lacked documentation of a SING completed prior to this date.</p> <p>3. The facility new hire list documented a hire date of 10/14/20 for Staff K CNA.</p> <p>Staff K's file did not contain a SING.</p> <p>The facility policy "Abuse Prevention Program", revised December 2016, stated residents had the right to be free from abuse and neglect and stated the facility would conduct employee background checks.</p> <p>On 3/16/21 at approximately 2:00 p.m., the Administrator acknowledged the staff files did not contain additional background checks. She stated they would conduct audits on all employee files to ensure background checks were complete.</p> <p>FACILITY RESPONSE:</p>			

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